



YOUR SERVICE[®]

CLIENT CASE STUDY

Microsoft

As one of the world's leading software companies, Microsoft provides computer software to billions of customers and works with a global network of more than 640,000 developers and partners. Microsoft continuously explores new methods to improve end-to-end customer and partner experience.

The quality of this experience has become increasingly important to earn high levels of customer and partner loyalty. Just as they constantly update and improve their products, Microsoft wants to shift from a developer-centric company culture and reactive problem solving to proactive and collaborative creation of excellent customer experiences.

UP! Your Service was chosen as a key program in Microsoft's global Customer and Partner Experience (CPE) program. Microsoft has Certified Course Leaders conducting College Courses in major cities around the world, as a crucial step in their evolution to serve customers better.

Employees are learning new ways to listen to Microsoft's customers and partners, understand what they want and value, and find better ways to work with each other to create one great experience. UP! Your Service courses provide effective tools and make employees feel more empowered to make a difference as individuals and as a group.

Microsoft[®]

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